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Name of problem The 7 Digit Dial Plan is only supported with BCMRD R2.4

Products affected

Basic Call Management System

Basic Call Management System Reporting Desktop

Problem description

R2V3 customers will not be able to remain on R2V3 and convert their database to support 7 digit dial plans due to the RPT files needing to be relinked to the database in order for 7 digit VDNs and 4 digit Splits to display correctly. Sales representatives should be aware of this issue so they don't misleed customers into thinking they don't have to upgrade BCMRD if they purchase a switch that supports 7 digit dial plans..

Resolution

Customers utilizing 7 digit VDNs and 4 digit Splits on the switch must upgrade to R2.4 ensure reports display data for these items accurately.

Remarks

Walgreen's trial revealed that the least significant digits of the VDNs were not read causing the reports to summarize groups of VDNs as one VDN therefore displaying incorrect information.

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